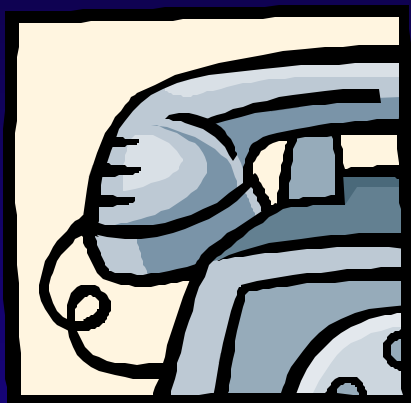


# Hotlines for Smallpox Vaccine



Jennifer Cleveland, DDS, MPH  
National Immunization Program

# Hotlines for Smallpox Vaccine Types

---

- ◆ **Public Response Service**
  - Smallpox email  
([cdcresponse@ashastd.org](mailto:cdcresponse@ashastd.org))
- ◆ **State Information Line**
- ◆ **Clinician Information Line (CIL)**

# Hotlines for Smallpox Vaccine Public Response Service

- ♦ **Purpose**
  - To provide general information on smallpox vaccine and adverse events
- ♦ **Hours of Operation**
  - M-F 8am-11pm, Sa-Su 10am-8pm EST
- ♦ **Numbers**
  - English (888) 246-2675
  - Español (888) 246-2857
  - TTY (866) 874-2646
- ♦ **Vendor**
  - American Social Health Association

# Hotlines for Smallpox Vaccine

## State Information Line

- ◆ Purpose
  - To provide a direct line from state health departments to CDC on smallpox vaccine issues (e.g., clinic operation, program management, vaccine shipment, etc.)
- ◆ Hours of Operation
  - M-F 8am-11pm EST, Sa-Su on call
- ◆ Number
  - (404) 639-8215

# Hotlines for Smallpox Vaccine

## Clinician Information Line (CIL)

- ◆ Purpose
  - To provide clinical information to clinicians regarding smallpox vaccine and, in particular, for vaccine adverse events
- ◆ Hours of Operation
  - 24/7 (start date Monday, 1/27/2003)
- ◆ Number
  - (877) 554-4625
- ◆ Vendor
  - Logistics Health Inc. (LHI)

# Hotlines for Smallpox Vaccine Clinician Information Line (CIL)

- ◆ Dedicated hotline for linking clinicians directly to the CDC clinical team for consultation on smallpox vaccine reactions of concern
- ◆ Primary route for obtaining VIG or cidofovir
- ◆ Mechanism for routing reports to the “Inadvertent Exposures” registry

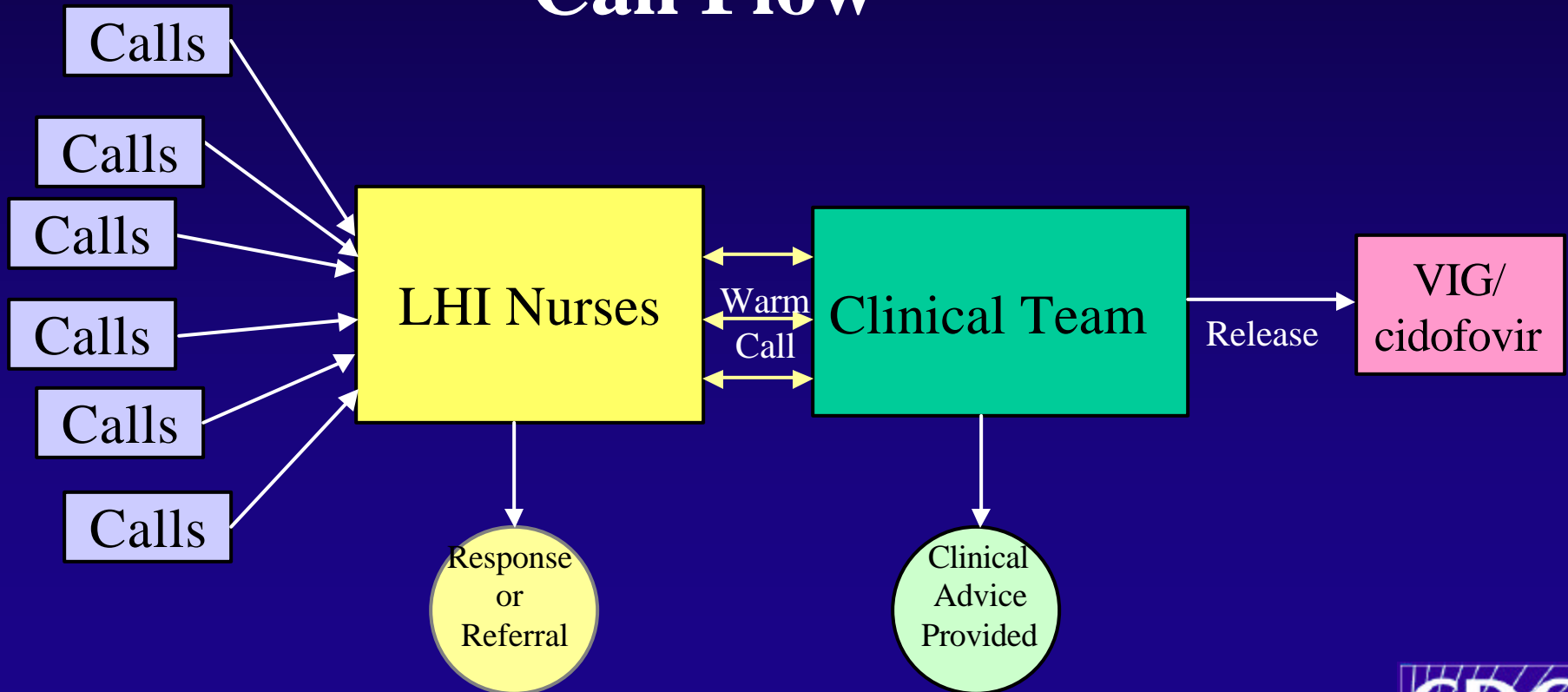
# Hotlines for Smallpox Vaccine Clinician Information Line (CIL)

---

- ◆ Expedite State Adverse Events Coordinators to the clinical team
- ◆ Provide reports to CDC and state health departments on the number and types of calls
- ◆ Adapt rapidly to large call volume and adjust staffing levels accordingly

# Hotlines for Smallpox Vaccine Clinician Information Line (CIL)

## Call Flow





# Hotlines for Smallpox Vaccine

